

Health 1000: Patient stories

Ben and Eileen Eaton



Ben and Eileen have been married for 59 years. They have four children, nine grandchildren and eighteen great-grandchildren and they also spent fifteen years fostering teenagers. Now, their focus is on enjoying life and their family.

Eileen was diagnosed with osteoporosis in 1986, and has had resulting problems with her knees and joints. She overcame breast cancer and she also had a heart attack in 2012. Her husband, Ben, was diagnosed with prostate cancer last year and has a collapsed vertebrae in his back.

They had been registered at their previous GP practice for 40 years when they received the call from Health 1000. Staff at the new practice explained that there would be specialists on hand, that they would be able to get an appointment whenever was convenient for them and that they could be looked after in their own home if need be.

At first, they weren't sure if they were doing the right thing by moving practice, but the support they've received since joining Health 1000 has left them confident that they've made the right decision.

For Eileen, the biggest difference is that someone is always on the other end of the phone to help. When calling the practice, she can get straight through to their key worker who is already aware of all their problems and the medication they take.

She said: "They're always informative and eager to help. It feels like they know you personally and they're interested in your welfare. It makes you feel more confident. We haven't been with Health 1000 very long, but we've seen a big improvement."

The emotional support that they receive from Health 1000 is as important as the physical care. A while ago, Eileen was worried about her husband's health. She called the practice and spoke to their doctor, who offered to come out to their home and give him a check-up that same day.

She said: "Just offering to get someone to come and see you makes you feel so much better. You might not need it, but you know it's there. They can make you feel better in yourself just by being there, and you know that they're taking a real interest. That's the most important thing."

David and Sandy Saunders

David has a number of health problems – he suffers from Crohn's Disease, he's diabetic and he's also had a stroke and three heart attacks. He's on a number of different medications to keep him healthy and his doctor thought that he could receive better, more joined up care through Health 1000.

David was initially concerned that he and his wife would be registered at different practices, but as Sandy also has multiple long term health problems, she was able to join as well,

making life easier for them both. They were also reassured by the fact that a doctor would come out and visit them at home if they needed it – which was something they'd struggled with at their old practice. Since joining Health 1000, they have also found that it's much easier for them to get an appointment with their doctor when they need it.

Another benefit to Health 1000 is that each patient has a key worker who knows their history and co-ordinates all aspects of their care. Speaking about the key workers, Sandy said:

“The thought that I have support behind me if David were to be taken ill is very important. I can call them up and they know me. I don't have to explain myself every time. It makes a real difference. It feels like a more personal service – like I'm not just one of a number. It makes me feel much safer.”

Recently, their local pharmacy wasn't able to give Sandy one of the medications on her prescription. Sandy phoned Health 1000 and their key worker spoke to a doctor at the practice and arranged for the prescription to be changed. This new prescription was then sent over to the pharmacy straight away.

Both David and Sandy are reassured by the service and the experiences that they've had so far.

“They talk to us, they don't ignore us. They're very helpful, and if they can do anything for you, they will.”

Maurice Wilson



Before joining Health 1000, Maurice had been registered with the same GP practice in Barking his entire life.

Maurice keeps busy and doesn't like to take up too much of his doctor's time, but he has a number of health problems and his GP suggested that he join Health 1000, as doctors there would be able to treat him in a way that would work better for him.

Asked for his views on how he's been treated since joining Health 1000, Maurice said: “I find I'm getting more attention here than at my old practice. Before I was just a number, but here I feel like they really listen to me. It gives me confidence.”

Maurice finds it easier to get an appointment to see his doctor: “At my old practice, I might have had to wait two weeks to see my doctor. But pain doesn't wait a fortnight! You want to get treatment for it there and then. Now I know I can call up in the morning, come down to Health 1000 and see someone.”

He also knows that if the doctor has any concerns or if he needs an X-ray, they can send him on to the relevant department straight away, and it's quicker and easier for him to collect his prescriptions.

For Maurice, one of the best things about Health 1000 is the people that work there: “So far I'm impressed. They listen. Without a doubt I would recommend the practice to other people.”